

Project 13 subgroup meeting

6/26/98 ♦ Grinnell

Present: Randy Davis, Dave Gannon, Linda Plazak, Tamra Dukes, Sandy Koppen, Jeff Nall, Karen Hyatt Smith, Deb Kazmerzak

Updates

IWD update on allocation -- No new word on the allocation as to whether or any or all of the \$178,000 is funded. There is no relationship between how this allocation started and how we plan to use it. There is some discretion as to how those \$ can be used, so Project 13 team and IWD can give input. We should know by late July where the funding for this stands. We should develop a subgroup to develop a plan.

FRDA update on matrix/diagram -- Chris Carman is working on a diagram as to how the collaborative is working. Sandy brought her June report early to update us generally as to how FRDA is progressing. Doing final cleanup of data, 5th grade translation. Everything should be ready to go at the sites by the end of July when the equipment is in, sites that aren't wired for the internet are getting that done, etc.

Unsure as to what the matrix is -- is it a diagram that identifies what needs to be in place to make a site prepared for taking this on?

Taxonomy license -- would accept a proposal for a deal for the license. Individual sites who are already licensed do not need to be relicensed. Need to decide when to approach this - before end of project or after. There are 6 or 7 sites in Iowa now licensed. Only have to pay when the system is updated - it's not a yearly fee. Not a matter for today, but at some point we'll have to deal with this.

Citizen Council concerns -- Linda Plazak relayed that concerns were voiced at the last meeting that need to be addressed. Some questions are easily answered and addressed, some remain.

Had concerns about use of names -- Marian the Librarian, Resource House, Margaret the Matchmaker, Benny the Biographer, Hermes the Winged Messenger, etc. These are not names that invoke an easily identifiable role. Simpler names would be better -- such as Mac the Mailman as the method of sending messages.

Also the simplicity of screens makes the system move too slow and is irritating to more experienced users -- should be condensed together, rather than one item per screen.

Too graphically complex -- takes too long on slow computers. Should offer a version without graphics for slower computers, or for those who don't want to take the extra time.

Citizen council felt strongly that focus groups should be conducted in Iowa, from an independent source. The focus groups would be comprised of citizens who might be Galileo users. There was some discussion on value of focus groups on an unfinished product, and the format of the focus groups.

Sustainability

It is clear that each project will be asked about their sustainability plans in the very near future, so we need to focus on this issue.

Lets agree on what we will not do to generate funds for sustainability -- charge fees to the citizen or CSP partners.

Should we be thinking about sustainability on a two-tiered level -- at the state level, and at local or CSP level?

Suggested format for identifying sustainability needs:

Identify what is needed, Identify cost, Investigate funding sources -- Sandy Koppen will begin identifying costs associated with sustaining their system.

What is needed:

- Starter pack
- Board or some coordinating entity such as ISAC
- 28-E arrangement

Funding sources

- Fund position to generate funds
- Corporate sponsorship
- Other sponsorship
 - chamber of commerce
 - foundation
 - PTA
- Government
 - state - appropriation for grants to an agency to govern
 - county
 - municipal
- Charging fees
 - mailing labels
 - disc of data
 - demographics
 - corporate access for employees
 - selling the professional package
 - United Way

Maintenance issues

IWD will:

- maintain the state server purchased by the project
- ensure connectivity to the internet
- backup and recovery

Support issues

CSP's (coordinating service providers) -- will serve as backup or default for collection of data if there is no I & R in the area, or the existing I & R doesn't want to participate

I&R's are identifying gaps in the state, if any, and considering covering the gaps. A meeting of all the I & Rs in the state is scheduled for July 15. To date, Jeff Nall and Sandy Koppen from this subgroup will participate in the discussion on Galileo at this meeting.

Question about servicing the public access sites -- FRDA should negotiate service level agreements with each site to ensure that the system is functioning at least 95% of the time. So, if there were problems with the hardware or server, Internet access, etc. at the individual site level, those problems would be addressed locally. The service agreements (warranties) purchased with the machines goes with the machine and last for 3 years. Sites would call the local Compaq providers for assistance if there was difficulty.

State level maintenance -- IWD will be responsible

At the hub or regional level -- the local CSP will be responsible

IWD support of hubs will depend on site to site and will depend on relationships to CSP

Local hubs will provide user training, as FRDA has planned for the pilot

Policy question -- who owns Galileo -- IWD, or ICN?

1. Can we make the case that the data is owned by the regional hub that collected it?
2. What will happen when I & R's geographic areas overlap?

What about anything that Iowa Interactive collects?

Generating funds for sustainability occurs at two levels also -- state and regional (hub)

The group agreed that the following policy questions will be asked of ITS. We will also make recommendations as to the policy decisions that we think should be made.

1. Who owns Galileo?
2. Who owns the data that goes into Galileo?
 - who owns the demographic data? Client use statistics - aggregated info -- should be owned by the state
 - community resource information belongs to who collects it
 - data on individual (identified information belongs to the individual)
3. Will sponsorship be allowed?
 - Can they be credited on the screen?
4. Can we advertise?
5. Can we charge fees for service, and who is allowed to charge those fees?
 - data (demographic) is collected on three levels - individual, local entity, state
6. Can we sell the professional version?
7. Has the issue of restrictions on advertising with the use of federal funding been resolved for ongoing sustainability of projects?